

# Harold Roy Buma



## EXECUTIVE SUMMARY

Detail-oriented hospitality expert with unique skills and capabilities in increasing productivity of employees with morale-boosting initiatives. Service oriented, deadline driven, resourceful, creative and having exemplary record of upgrading company's branding and operational standards. Specialising in guest services, training and butlering (certified by Magnums Butlers International, Australia).

## BIODATA

### NATIONALITY

- Malaysian

### MARITAL STATUS

- Single

### INTEREST

- Travelling & Books

### EDUCATION

- Diploma in Hotel Management

### DATE OF BIRTH

- 3rd April 1968

### PLACE OF BIRTH

- Kuching, Sarawak, Malaysia.

## CONNECT WITH ME

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Roy Buma

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## WORK REFERENCES

### Dato Edward Arthur Holloway

Executive Vice President

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Resort World Genting Malaysia

### Mr Hany Ibrahim

Executive Housekeeper

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Holiday Villa Hotel & Residence Doha

### Ms Karima Hida

Rooms Manager

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Holiday Villa Hotel & Residence Doha

### Mr Frankie Paranaque

Executive Housekeeper

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Maafushivaru Maldives Resort

## WORK REFERENCES

**Ms Shayne Marie Monasterio**  
Public Relations & Marketing Manager



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Crown Plaza Abu Dhabi Yas Island

**Mr Ismail Hussin**  
Hotel Manager



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Ayada, Maldives

**Ms Norliza Yahaya**  
Marketing Communications Manager



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Holiday Villa Hotel & Residence Doha

**Mr Mokhtar Nordin**  
Executive Housekeeper



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Dorsett Kuala Lumpur, Malaysia

## UNIQUE SKILLS & ATTRIBUTES FOR EXCELLENT LEADERSHIP

- Extensive hospitality experience leading and managing as an Executive Assistant Manager/Deputy General Manager at 4 & 5 Star Hotels & Resorts of Luxury and Semi-Luxury set up.
- Leadership by example promoting corporate values.
- Driving positive morale of the whole team.
- Execute responsibilities and set realistic objectives for all staff.
- Ensure all work is completed in line with management directives.
- Self-motivated, results-orientated, and performance-driven.
- Values the importance of working with integrity and utilizes best ethical business practices.
- Winning and Cooperative Attitude.
- Knowledge of all corporate policies and procedures, regulations, and lines of authority, in everyday business practices and especially while hold operation meetings with clients.
- Strong communication, presentation, and language skills.
- Facilitating program as and when required by the company or at urgent operational requirements.
- Highly exposed and interact well with the cross-cultural environment.

# WORK EXPERIENCES

## DEPUTY GENERAL MANAGER

Holiday Villa Hotel & Residence Doha, Qatar

July 2012 - July 2020

I was accountable to manage all integrated facility activities as directed by the General Manager according to the signed contracts, policy, and procedure and adhered to company standards.

- Overseeing the day-to-day operations of the organization.
- Oversee the operational management of the organization and workforce and as well as the resource decisions in each department.
- Responsible for the development and implementation of the strategic and operational plans of the company thus overseeing, implement, and control the strategy for operation management and continuous improvement of the level of services to exceed performance within agreed budgets.
- Interface with, foster, and develop effective collaboration between departments/services within the company.
- Manage and develop direct reporting staff.
- In conjunction with the General Manager and the Financial Director, control department budgets ensuring that revenues and expenditures are on track to meet the agreed targets.
- Work hand-in-hand with the General Manager and provide all necessary operational support.
- Ensure internal control and processes as per company policy and the set of standard operating procedures in each department are being adhered to.
- Manage and grow key relationships with the client through daily contact and regular face-to-face meetings.
- Ensure each head of the department is doing best practice methods for efficient workflows, processes and reporting are being adhered to in each department.
- Develop new standard operating procedures as and when required or improvise changes if need be.
- Assist in high-quality delivery in the fields of project planning, management reporting, and analysis.
- Write regular activity and development reports for senior management covering all aspects of engagement.
- Play a key role in analysis, planning, and roll-out of internal operational efficiency programs for delivery.
- Incorporate best practices method from premium level management.
- Monitor the bench-marking and achievement of a consistent level of delivery and presentation in line with client expectations.

# WORK EXPERIENCES

## CLUB DIRECTOR

Resorts World Genting Pahang, Malaysia

September 2009 - July 2012

- Oversees the whole entire Club Elite - High Roller Casino Club for both Casino and Hotel Services.
- Responsible for 119 Duplex Suites, fine dining Club Elite Chinese restaurant.
- 24 hours of Brasserie restaurant for the high rollers VIP.
- Butlers services on the overall revenue of the club, budget, planning, strategy and organization of the club.
- Butler services on overall employees discipline, operations, recruitment and training.
- Reported directly to the Vice President and Senior Vice President.
- The last task with the company was assigned to a pre-opening project set up of The Crockfords Genting, Malaysia.
- Involved as a decision-maker on the setup concept including sourcing, selections of material use and others.

## DIRECTOR OF ROOMS

Damai Puri Resort & Spa Kuching Sarawak, Malaysia

September 2007 - September 2009

- Oversees the whole entire rooms division of the resort in planning, budget, and implementation.
- Report directly to General Manager.

## FRONT OFFICE MANAGER

Damai Puri Resort & Spa Kuching Sarawak, Malaysia

June 2007 - September 2007

- Pre-opening team - Overall responsible for the Front Office Department.
- Accounted for the smooth operation of the department that includes budget, profit and loss.
- Responsible for policies and procedures and the departmental training plan execution.

## CUSTOMER SERVICE ADMINISTRATOR

Normah Medical Specialist Centre Kuching, Malaysia

June 2006 - June 2007

## ASSISTANT FRONT OFFICE MANAGER

Merdeka Palace Hotel and Suites Kuching, Malaysia

July 2002 - June 2006

## DIRECTOR OF LOSS PREVENTION

The Ritz-Carlton Kuala Lumpur, Malaysia

August 2000 - May 2002

## ASSISTANT FRONT OFFICE MANAGER

The Ritz-Carlton Kuala Lumpur, Malaysia

February 1997 - August 2000

## DUTY MANAGER

Park Royal Kuala Lumpur, Malaysia

1994 - 1997

## EXECUTIVE FLOOR MANAGER

Crown Princess Hotel Kuala Lumpur, Malaysia

1993 - 1994

## THE BUTLER

The Regent Kuala Lumpur, Malaysia

1988 - 1993

## GUEST SERVICES ASSISTANT

The Holiday Inn Hotel Kuching, Malaysia

1986 - 1988